



Staff Services Manager III

Agency Code: 7500 Class Code - 48021- Exam Code: 9PB17

Department(s):	State Personnel Board/Statewide State Air Resources Board Department of Rehabilitation Department of General Services CA Emergency Management Agency Victim Compensation & Government Claims Board Department of Housing & Community Development Department of Parks & Recreation Health & Human Resources Agency – Admin California Health and Human Services Agency Department of Food & Agriculture Department of Education Department of Finance Department of Industrial Relations Department of Veterans Affairs Department of Corrections & Rehabilitation Department of Consumer Affairs California Housing Finance Agency Employment Development Department Department of Insurance Department of Justice Board of Equalization Department of Water Resources
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**State Water Resources Control Board
Department of Corporations
Public Employees Retirement System
Department of Real Estate
Public Utilities Commission
California Student Aid Commission
Department of Forestry & Fire Protection
Commission on Teacher Credentialing
State Teachers Retirement System
Department of Financial Institutions
Department of Resources Recycling and
Recovery
Department of Alcohol and Drug
Programs
Department of Health Care Services
Department of Mental Health
Department of Social Services
Department of Developmental Services
Department of Fair Employment &
Housing
California Exposition and State Fair
Department of Personnel Administration
California Debt Advisory Commission
California State Lottery
Managed Risk Medical Insurance Board
Department of Toxic Substances Control
California Environmental Protection
Agency
Department of Pesticide Regulation
First 5 California
Department of Child Support Services
California Gambling Control Commission
Office of Systems Integration
Department of Public Health
California Technology Agency
California Prison Health Care Services
California Health Benefit Exchange
Employment Training Panel
Military Department
Department of Fish and Game**

Opening Date:	12/31/2009 9:35:00 AM
Closing Date:	Continuous
Cut-off Date:	9/3/2014
Type of Recruitment:	Multi-Departmental Open
Salary:	MONTHLY-RANGED-SALARY - \$6,779.00 to \$7,474.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for nine (9) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

FILING INSTRUCTIONS

Final File Date: Continuous

Where to Apply:

Click on the Apply Online link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements please call State Personnel Board, Selection Services at 1-866-844-8671.

EMPLOYMENT LIST INFORMATION

An open, merged eligible list will be established by the State Personnel Board for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Qualifications Assessment to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.

MINIMUM QUALIFICATIONS

EITHER I

One year of experience in the California state service performing the duties of a Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).

OR II

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial). **And**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).

OR III

Two years of experience in the California state service performing the duties of a Staff Services Manager I.

OR IV

Experience: Five years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least two years of which must have been in a supervisory capacity. [Experience in the California state service applied toward this requirement must include two years performing the duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).] (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **And**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

A Staff Services Manager III for the State of California performs a wide variety of fiscal, management, and staff services functions including such areas as personnel, budget, management analysis, administrative services, program evaluation and planning, policy analysis and formulation. Staff in these positions are typically subject-matter generalists who have demonstrated possession of strong analytical skills, supervisory and/or managerial abilities, and personal qualifications to succeed in a broad range of fiscal, management, staff services, and related settings. Staff Services Manager III's are responsible for the effective resolution of a broad range of governmental, supervisory, and/or managerial problems. They conduct and/or review analytical studies and surveys; formulate procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation and advise management on its impact or potential impact; represent the State or a given department as assigned; and do other related work.

The Staff Services Manager III has full management and supervisory responsibility in charge of a major Staff Services function.

EXAMINATION INFORMATION

QUALIFICATIONS ASSESSMENT-Weighted 100.00%

The examination will consist of a Qualifications Assessment, which is the sole component of the Staff Services Manager III examination. To obtain a position on the eligible list, a minimum score of 70 % must be received. An applicant will receive his/her score upon completion of the Qualifications Assessment.

To view the Final State of California Leadership Competency Model located on the HRMod homepage at <http://www.dpa.ca.gov/hr-mod/main.htm>, click on the link provided there.

[Click here to go to the Training and Experience Questionnaire for Staff Services Manager III.](#)

KNOWLEDGE AND ABILITIES

Core	Leadership	Competencies
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Analytical Thinking: The ability to approach a problem by using a logical, systematic, sequential approach.

Change Leadership

The ability to manage, lead, and enable the process of change and transition while helping

others to deal with their effects.

Customer Focus: The ability to identify and respond to current and future customer's needs; provide excellent service to internal and external customers.

Communication: The ability to listen to others and communicate in an effective manner. The ability to communicate ideas, thoughts, and facts in writing. The ability/skill to use correct grammar, spelling, and sentence and document structure, accepted document formatting, and special literary techniques to communicate a message in writing.

Conflict Management: The ability to prevent, to manage, and/or to resolve conflict.

Decision Making: The ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk.

Developing Others: The ability and willingness to delegate responsibility, work with others, and coach them to develop their capabilities.

Ethics&Integrity: The degree of trustworthiness and ethical behavior of an individual with consideration for the knowledge one has of the impact and consequences when making a decision or taking action.

Fostering Diversity: The ability to promote equal and fair treatment and opportunity for all. The ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. The ability to demonstrate the knowledge of a manager's responsibility for promoting equal opportunity in hiring and employee development and promotion.

Interpersonal Skills

The ability to get along and interact positively with coworkers. The degree and style of understanding and relating to others.

Personal Credibility

Demonstrating concern that one be perceived as responsible, reliable, and trustworthy.

Planning & Organizing

The ability to define tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.

Team Leadership

The ability to effectively manage and guide group efforts. This includes providing the appropriate level of feedback concerning group progress.

Thoroughness

The ability to ensure that one's own and other's work and information are complete and accurate. The ability to carefully prepare for meetings and presentations. The ability to follow-up with others to ensure that agreements and commitments have been fulfilled.

Vision and StrategicThinking

The ability to support, promote, and ensure alignment with the organization's vision and

values. The ability to understand how an organization must change in light of internal and external trends and influences.

Workforce Management

The ability to effectively recruit, select, develop, and retain competent staff; includes making appropriate assignments and managing staff performance.

Creative Thinking

The ability to look at situations from multiple perspectives. The ability to do or create something new. The ability to create solutions to problems using novel methods and processes.

Diagnostic Information Gathering

The ability to identify the information needed to clarify a situation and to draw out the information when others are reluctant to disclose it.

Empowering Others

The ability to convey confidence in employees' ability to be successful, especially at challenging new tasks; to share significant responsibility and authority; and to allow employees freedom to decide how they will accomplish their goals and resolve issues.

Organizational Awareness

The ability to understand the workings, structure, and culture of the organization as well as the political, social, and economic issues affecting the organization.

Professional and Personal Development

The commitment to improve one's technical and personal growth.

Resource Management

The ability to ensure the effective, efficient, and sustainable use of public service resources and assets, human and financial resources, real property and business information.

Results Orientation

The ability to focus personal efforts on achieving results consistent with the organization's objectives.

BENEFITS

- Employer/employee paid health and dental insurance
- Employer paid vision insurance
- Paid vacation/Sick/Annual Leave Benefits
- 12 paid holidays
- Employer paid disability insurance
- Defined Benefit Retirement Program upon vesting
- Employee paid deferred compensation program (401K and 457)
- Flexible work schedules and work hours
- Pre-tax reimbursement for medical care, child care and parking programs
- Employee Assistance Program
- Career development/professional advancement Career development/professional advancement

VETERANS PREFERENCE

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

CAREER CREDITS

Career Credits will not be added to the final score of this examination.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

State Personnel Board
801 Capitol Mall
Sacramento, CA 95814
(866) 844-8671, TTY (916) 654-6336
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)
TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the testing department three weeks after the Final Filing Date if he/she has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available at www.jobs.ca.gov, State Personnel Board offices, and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal

development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification at www.spb.ca.gov.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at www.spb.ca.gov or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Qualification Assessment exam. At the end of the Qualification Assessment examination, it will be instantly scored.

[Click here to go to the Qualifications and Appraisal Examination](#)